

## **SECTION B – STATEMENT OF WORK (SOW)**

### **1. Background:**

The SFVAHCS has a requirement for an automated medication dispensing cabinet system for its VA medical center (VAMC) and community based outpatient clinics (CBOCs). This includes the equipment, software, related items, and turnkey installation.

### **2. Scope of Work:**

The scope of work includes providing the equipment, software, and turnkey installation. The equipment will be installed in the VAMC and CBOCs within the SFVAHCS.

### **3. Supplies/Services:**

All items shall be completely new, and shall not be used, refurbished, recycled, or in any other form, including substitutions. The contractor shall not add or substitute any item(s) or component(s) without prior approval from the contracting officer. No government furnished property (GFP) or government furnished equipment (GFE) will be provided by the Government. The contractor shall be fully licensed to perform the work. A formal on-site survey may be conducted, if needed, to finalize system requirements prior to beginning any installation activities. New equipment and software must provide seamless communications with existing systems, equipment, and software.

### **4. Specific mandatory deliverables, tasks, and salient characteristics:**

**4.1** Pyxis Medstation ES Main Unit, 6-Drawer with Secure Drawers and Profile Dispensing, manufacturer's part number MESR6B--0H--0N5U1M0B0V or equal item(s):

- 4.1.1** Must meet or be within the dimensions of 22.8” wide (W) x 27” deep (D) x 55” high (H),
- 4.1.2** Must accommodate a wide range of drawer options: matrix drawer with optional return bin, secure single-wide MiniDrawer, and full-height and half-height smart CUBIE® pockets,
- 4.1.3** Configuration of individualized, modular secure pockets per drawer must be flexible and must be configurable by the user,
- 4.1.4** Individualized pockets must be refillable and transportable with built-in security features,
- 4.1.5** Dispensing must be profile-driven which allows the orders to be reviewed by a pharmacist before releasing the medication from the cabinet for verification and safety purposes,
- 4.1.6** Must have controlled access drawers with secure pockets,
- 4.1.7** Must have a large touch screen, flat-panel monitor, sealed keyboard, biometric access system, and scanner;
- 4.1.8** Must have a standard alternating current (AC) outlet (110 volts [V]),
- 4.1.9** Must have a heat dissipation of four hundred and fifty (450) British thermal units (BTU)/hour or less,
- 4.1.10** Must store at least two hundred (200) items,
- 4.1.11** Must be fully compatible/integrate with existing Knowledge Portal system platform,
- 4.1.12** Must have a barcode scanner that can be handheld or mounted,
- 4.1.13** Must store at least two hundred (200) items,
- 4.1.14** Must be able to connect to more than one (1) auxiliary cabinet at once,
- 4.1.15** Operating system must be Windows 7 or newer,
- 4.1.16** Must be freestanding only, and

**4.1.17** Must be designed for industrial use in a hospital.

**4.2** Pyxis Medstation ES Main Unit, 6-Drawer with Secure Drawers, manufacturer's part number MES6B-0H--0N5U1M0B0V or equal items:

- 4.2.1** Must meet or be within the dimensions: 22.8" W x 27" D x 55" H,
- 4.2.2** Must accommodate a wide range of drawer options: accessible deep bin drawer, matrix drawer with optional return bin, secure single-wide MiniDrawer, and full-height and half-height smart CUBIE® pockets,
- 4.2.3** Configuration of individualized secure pockets per drawer must be flexible and must be configurable by the user,
- 4.2.4** Individualized pockets should be refillable and transportable with built-in security features,
- 4.2.5** Must have controlled access drawers with secure pockets,
- 4.2.6** Must have a large touch screen, flat-panel monitor, sealed keyboard, biometric access system, and scanner;
- 4.2.7** Must have a return bin,
- 4.2.8** Must have a standard AC outlet (110V),
- 4.2.9** Must have a heat dissipation of four hundred and fifty (450) BTU/hour or less,
- 4.2.10** Must store at least two hundred (200) items,
- 4.2.11** Must be fully compatible/integrate with existing Knowledge Portal system platform,
- 4.2.12** Must be able to connect to more than one (1) auxiliary cabinet at once,
- 4.2.13** Operating system must be Windows 7 or newer,
- 4.2.14** Must have a barcode scanner that can be handheld or mounted,
- 4.2.15** Must be freestanding only, and
- 4.2.16** Must be designed for industrial use in a hospital.

**4.3** Pyxis MedStation ES Main, 6-Drawer with Open Matrix Drawers, manufacturer's part number MES-6B--0H--0N0U6M0B0V or equal item(s):

- 4.3.1** Must meet or be within the dimensions of 22.8" W x 27" D x 55" H,
- 4.3.2** Must accommodate a wide range of drawer options that include: matrix drawer with optional return bin, secure single-wide MiniDrawer, and full-height and half-height CUBIE® pockets,
- 4.3.3** Must have an open matrix drawer design,
- 4.3.4** Must have a large touch screen, flat-panel monitor, sealed keyboard, biometric access system, and scanner;
- 4.3.5** Must have a standard AC outlet (110V),
- 4.3.6** Must have a heat dissipation of four hundred and fifty (450) BTU/hour or less,
- 4.3.7** Must be fully compatible/integrate with existing Knowledge Portal system platform,
- 4.3.8** Must be able to connect to more than one auxiliary cabinet at once,
- 4.3.9** Operating system must be Windows 7 or newer,
- 4.3.10** Must have a barcode scanner that can be handheld or mounted,
- 4.3.11** Must be freestanding only, and
- 4.3.12** Must be designed for industrial use in a hospital.

**4.4** Pyxis MedStation ES 5-Drawer Main with Bin,

manufacturer's part number MES-6B--0H--0N3U1M1B0V or equal item(s):

- 4.4.1 Must meet or be within the dimensions of 22.8" W x 27" D x 47" H,
- 4.4.2 Must accommodate a wide range of drawer options: accessible deep bin drawer, matrix drawer with optional return bin, secure single-wide MiniDrawer, and full-height and half-height CUBIE® pockets;
- 4.4.3 Configuration of individualized secure pockets per drawer must be flexible and must be configurable by the user,
- 4.4.4 Individualized pockets should be refillable and transportable with built-in security features,
- 4.4.5 Must have a return bin,
- 4.4.6 Must have a large touch screen, flat-panel monitor, sealed keyboard, biometric access system, and scanner;
- 4.4.7 Must have a barcode scanner that can be handheld or mounted,
- 4.4.8 Must have a standard AC outlet (110V),
- 4.4.9 Must have a heat dissipation of four hundred and fifty (450) BTU/hour or less,
- 4.4.10 Must be fully compatible/integrate with existing Knowledge Portal system platform,
- 4.4.11 Must be able to connect to more than one auxiliary cabinet at once,
- 4.4.12 Operating system must be Windows 7 or newer,
- 4.4.13 Must be freestanding only, and
- 4.4.14 Must be designed for industrial use in a hospital.

**4.5 Pyxis MedStation ES 7-Drawer Auxiliary,**

manufacturer's part number AES-7---0H--0N5U0M0B2V or equal item(s):

- 4.5.1 Must meet or be within the dimensions of 22.8" W x 27" D x 47" H,
- 4.5.2 Must attach to and interface with the Pyxis MedStation ES Main or equal item seamlessly,
- 4.5.3 Must accommodate a wide range of drawer options: accessible deep bin drawer, matrix drawer with optional return bin, secure single-wide and triple-wide MiniDrawer, and full-height and half-height CUBIE® pockets,
- 4.5.4 Must provide controlled point-of-use access, electronic tracking and transaction data recording for temperature-sensitive medications,
- 4.5.5 Configuration of individualized, modular secure pockets per drawer must be flexible and must be configurable by the user,
- 4.5.6 Individualized pockets should be refillable and transportable with built-in security features,
- 4.5.7 Must have a heat dissipation of four hundred and fifty (450) BTU/hour or less,
- 4.5.8 Must have a standard AC outlet (110V),
- 4.5.9 Must be fully compatible/integrate with existing Knowledge Portal system platform,
- 4.5.10 Must be freestanding only, and
- 4.5.11 Must be designed for industrial use in a hospital.

**4.6 Pyxis Medstation ES AUX 7-Drawer,**

manufacturer's part number AES-7--0H--0N0U7M0B0V or equal item(s):

- 4.6.1 Must attach to Pyxis MedStation ES Main or equal item,
- 4.6.2 Must meet or be within the dimensions of 22.8" W x 27" D x 47" H,

- 4.6.3** Must accommodate a wide range of drawer options: accessible deep bin drawer, matrix drawer with optional return bin, secure single-wide and triple-wide MiniDrawer, and full-height and half-height CUBIE® pockets,
  - 4.6.4** Must have an open matrix drawer design,
  - 4.6.5** Must have a heat dissipation of four hundred and fifty (450) BTU/hour or less,
  - 4.6.6** Must have a standard AC outlet (110V),
  - 4.6.7** Must be fully compatible/integrate with existing Knowledge Portal system platform,
  - 4.6.8** Must be freestanding only, and
  - 4.6.9** Must be designed for industrial use in a medical facility.
  
- 4.7** Pyxis Refrigerator Remote Manager (RRM), MED, RM, Round Offset, 12 ft. It., manufacturer's part number RRM or equal item(s):
  - 4.7.1** Must provide controlled point-of-use access, electronic tracking and transaction data recording for temperature-sensitive medications,
  - 4.7.2** Must generate reports for inventory management,
  - 4.7.3** Must use an electronic locking latch that can be compatible on flat-door or round-door units and left-side or round-side refrigerators;
  - 4.7.4** Must be compatible with industrial medical-grade, consumer-grade, freezer-less, and frost-free refrigerators, and
  - 4.7.5** Must integrate seamlessly and be compatible with Pyxis MedStation ES or equal item,
  - 4.7.6** Must be freestanding only, and
  - 4.7.7** Must be designed for industrial use in a medical facility.
  
- 4.8** AES-S Pyxis Medstation ES Single Column Auxiliary Tower, SC, manufacturer's part number AES-S or equal item(s):
  - 4.8.1** Must attach to the Pyxis MedStation ES Main or equal item,
  - 4.8.2** Must meet or be within the dimensions of 31" W x 28" D x 79.5" H,
  - 4.8.3** Must accommodate nine (9) shelves through four (4) individually locked doors,
  - 4.8.4** Must have a standard AC outlet (110V),
  - 4.8.5** Must be fully compatible/integrate with existing Knowledge Portal system platform,
  - 4.8.6** Must be freestanding only, and
  - 4.8.7** Must be designed for industrial use in a medical facility.
  
- 4.9** Pyxis ES System Enterprise Server, Dell 630 XL Rack ESXI V5.5, manufacturer's part number 136517-01 or equal item(s):
  - 4.9.1** Must be able to deploy to virtualized environment or VMware,
  - 4.9.2** Must be manageable on a single database,
  - 4.9.3** Operating system must be Windows Server 2008 R2 or newer,
  - 4.9.4** Database must be SQL 2008 R2 or newer,
  - 4.9.5** Must be an Intel Xeon Quad Core E5520 (2.27 GHz, 1333 MHz FSB, 120W) or faster processor and with four (4) or more active cores, and
  - 4.9.6** Must include a compatible VM test server.
  
- 4.10** Pyxis ES Link Licenses, manufacturer's part number SPL-255 or equal item(s):

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**4.10.1** Must allow users to remotely create and access a “shopping list” of medications which prevents the need for individual picking and queuing at cabinet(s), and

**4.10.2** Formulary software must allow pharmacy staff to create a drug list or library for efficient ordering and accessibility.

**4.11** Pyxis ES Virtual Manager (VM) Large Server with SQL, manufacturer's part number 136449-01 or equal item(s):

**4.11.1** Must be able to deploy to virtualized environment, VMware;

**4.11.2** Must be manageable on a single database,

**4.11.3** Operating system must be Windows Server 2008 R2 or newer,

**4.11.4** Database must be SQL 2008 R2 or newer,

**4.11.5** Must be equivalent Dell 630 XL server hardware or higher,

**4.11.6** Must have Intel Xeon Quad Core Processor E5520 or higher with greater than 2GHz, 1300 MHz FSB, and 100 W, and

**4.11.7** Must include an VM Test Server.

**4.12** Pyxis ES VM Test Server, manufacturer's part number 136452-01 or equal item(s):

**4.12.1** Must run pharmacy reports,

**4.12.2** Must write pharmacy reports,

**4.12.3** Must be compatible/integrate with the system, and

**4.12.4** Must be designed for industrial use in a medical facility.

**4.13** Pyxis ES System Med Std, New Usage Interface, manufacturer's part number 129773-01 or equal item(s):

**4.13.1** Must transmit medication usage data in a usable format,

**4.13.2** Must be compatible/integrate with the system,

**4.13.3** Must allow for and provide full functionality of component(s)/system(s), and

**4.13.4** Must be designed for industrial use in a medical facility.

**4.14** Pyxis ES System Med to Third Party Interface, manufacturer's part number 129810-01 or equal item(s):

**4.14.1** Must interface to existing medication management system, Swisslog;

**4.14.2** Must interface with existing automated pouch packaging machine, TCGRx ATP, and

**4.14.3** Must allow for and provide full functionality of component(s)/system(s).

**4.15** CCE Enterprise System SW License, multiple user and single site license, manufacturer's part number 134561-01 or equal item(s):

**4.15.1** Must be capable of receiving and processing admit, discharge, and transfer (ADT) HL7 messages from the existing VA systems, VA Integrated System Technology Architecture (VISTA), and Computerized Patient Record System (CPRS).

**4.16** Localized User/Form Mgmt Lic 2, manufacturer's part number 134801-01 or equal item(s):

**4.16.1** Formulary software must allow pharmacy staff to create a drug list, or library, which allows more efficient ordering and accessibility.

**4.17** The Pyxis Medstation ES System or equal item(s):

**4.17.1** Must allow for management centralization of remote locations,

**4.17.2** Must include workflow functionality to queue orders at the bedside,

**4.17.3** Must fully and seamlessly integrate with the existing CareFusion Security Module for operating system and anti-virus patches,

**4.17.4** Must support system backup software provided by hospital,

**4.17.5** Must have capability to integrate and interface with Active Directory,

**4.17.6** Must fully and seamlessly integrate and interface with the existing automated pouch packaging machine, TCGRx ATP,

**4.17.7** Must fully and seamlessly integrate and interface with existing Class I VA VISTA/GIP software,

**4.17.8** All interfaces must allow for and provide full functionality of component(s)/system(s),

**4.17.9** Must not include any temperature tracking system(s), and

**4.17.10** Must be designed for industrial use in a medical facility.

## **5. Installation:**

**5.1** All work and installation will be coordinated with the VA POC and individual VA facility locations within the SFVAHCS pharmacy, Office of Information and Technology, and biomedical engineering departments.

**5.2** A detailed installation schedule will be provided during the project implementation kick-off meeting.

**5.3** The contractor shall coordinate the phasing schedule with the VA POC, and shall submit a phasing schedule in writing to the VA POC for approval two (2) weeks prior to the start of any work.

**5.4** The contractor will confine operations (including storage of materials) on the Government's premises to areas authorized and approved by the VA POC. Work space(s) and/or any other space(s) available shall be as determined by the VA POC.

**5.5** The contractor shall verify that the automated medication dispensing cabinet system is turnkey ready and meets all the requirements in the contract through demonstration and validation prior to any sign off and/or acceptance of the system.

**5.6** The VA POC may sign off and/or accept the system after the system has been verified to be turnkey ready, and it has been verified that all of the requirements of the contract have been met.

**5.7** The contractor shall provide three (3) copies of each Material Safety Data Sheet (MSDS) for every product, chemical, etcetera used on this project that has an MSDS. MSDS sheets shall be provided on the same day that the applicable items arrive on VA property. At no time shall the contractor have, or permit subcontractors to have, any applicable product(s), chemical(s), etcetera on VA property without an MSDS sheet. All instructions for use on MSDS sheets shall be followed. Product(s), chemical(s), etcetera will not be used until MSDS sheets have been submitted to the VA POC. The contractor shall maintain a current loose-leaf notebook that is green in color on the job site(s) at the VA facilities at all times, and it shall be readily available for viewing by the VA POC and/or VA Safety Officer at all times.

**6. System Support:**

**6.1** Contractor will provide a call back response for any needed repair(s) of the system within four (4) hours of a call from the VA during the normal working hours of 7 a.m. – 5 p.m. Pacific Standard Time, Monday through Friday, for one (1) year following the date of acceptance of the system.

**6.2** Contractor will be available for any repair(s) of the system and provide repair(s) of the system on site twenty-four hours per day and three-hundred and sixty-five (365) days per year for one (1) year following the date of acceptance of the system.

**6.3** Contractor will conduct one (1) preventive maintenance visit for each unit during the one (1) year period following acceptance of the system.

**6.4** Service reports, along with, quarterly aggregate reports, shall be emailed or mailed or faxed to SFVAMC's chief of biomedical engineering or designee.

**6.5** The VA shall have full access to the hardware and software of the entire system, including, but not limited to, any diagnostic software features and general administration rights. The contractor shall brief the VA engineering POC on any software upgrades and/or changes prior to making any upgrades and/or changes, and the VA engineering POC must agree to any software upgrades and/or changes prior to any upgrade or installation. The contractor shall provide and install manufacturer recommended software upgrades and changes at no additional charge during the warranty and/or contract time period.

**6.6** For any repairs or services that will be performed during normal working hours, the contractor's service representative will report to the VA POC or designee upon arrival. Upon completion of the work, the vendor's service representative must report in person to the Point of Contact and must present a copy of his/her field service report signed by the service using the equipment. This report must reflect date and time of service, name of company, and the name of the vendor's service representative. At a minimum, this report must contain a detailed description of any services or repairs performed and identification of the units serviced. It must include a listing of replacement parts, when applicable. The report will also include the vendor's recommendations necessary to maintain the equipment in best operating condition. Preventive maintenance procedures followed should be thoroughly documented (step-by-step) on the service report.

**7. User and Service Manuals:**

**7.1** Two (2) complete and unabridged printed copies of operator manuals shall be provided to the VA, and two (2) complete and unabridged printed copies of service manuals shall be provided to the VA at the time of installation of the equipment.

**7.2** One (1) electronic version (CD) of the unabridged operator manual and service manual shall be provided to the VA at the time of installation of the equipment.

**7.3** Upgrades to the manuals shall be provided to the VA by the contractor free of charge.

**8. Delivery:**

**8.1** The equipment, related parts, and other deliverables shall be delivered to the VA warehouse.

**8.2** The VA will transport the equipment, related parts, and other deliverables from the warehouse to the SFVAHCS facilities for installation.

**9. Packaging:**

**9.1** All items shall be marked clearly with the order number, obligation number, and delivery location within the hospital (e.g. warehouse).

**9.2** All items shall be adequately packaged to prevent damage during shipping, handling, and storage. Bags or boxes or containers shall be whole, intact, and not otherwise torn or damaged.

**9.3** Upon delivery, the Government shall examine all packages. The contractor shall be required to replace damaged products at the contractor's expense.

**10. Administrative Data:**

**10.1** Upon Contractor Point of Contact: The contractor shall designate one (1) employee as the point of contact (POC) responsible for administrative matters in the performance of services under this contract. The POC shall have full authority to act for the contractor on all matters relating to the daily performance of this contract. An alternate may be designated, but the contractor shall notify the contracting officer and VA POC, in writing for those times when the alternate shall act as the POC.

The contractor shall provide the name and telephone number of the person designated as POC and alternate POC on the space below:

POC

Name: [Redacted]  
Telephone Number: [Redacted]  
Alternate Point of Contact, Name: [Redacted]  
Telephone Number: [Redacted]

Alternate POC

Name: [Redacted]  
Telephone Number: [Redacted]  
Alternate Point of Contact, Name: [Redacted]  
Telephone Number: [Redacted]

**10.2 Hours of Work:**

**10.2.1** Installation will be conducted Monday(s) through Friday(s) during normal working hours from 7:30 a.m. to 4:30 p.m. Pacific Standard Time. Working after hours or on weekends or on holidays is not authorized unless the VA POC has provided written authorization.

**10.2.2** Any request(s) to work during weekend(s), holiday(s) or after hours must be submitted in writing to the VA POC at least two (2) weeks prior to the requested date(s). The request(s) must include the extent of the work, workers involved, the affected areas, and the estimated times of the work.

**10.2.3** Work will be executed so as to interfere as little as possible with the normal operations and/or functioning of the VA facilities.

**10.3 Identification (ID) Badges:**

**10.3.1** All contractor personnel are required to wear a time-limited, VA ID badge at all times while at any of the SFVAHCS facilities. The contractor's employees must have a valid state driver's license or state identification card to obtain a VA ID badge.

**10.3.2** Identification badges shall be obtained from the SFVAHS police department located on the ground floor of building number 203.

**10.3.3** All contractor personnel are required to sign in and out at the VA police dispatch at the corresponding SFVAHCS locations as directed by the VA POC or designee at each VA facility.

**10.4 Clean-up and Storage:**

**10.4.1** The contractor shall clean-up the work, storage, and staging areas daily, and areas shall be kept clean and neat. The contractor shall provide sufficient trash containers so that debris is not left lying around. The containers shall be emptied at least weekly, and more frequently, if needed.

**10.4.2** Materials and/or equipment shall be stored in designated contractor storage areas.

**10.5 Parking:**

All vehicles shall be parked at the contractor's staging area, which shall be off site of the VA premises.